Claims

[c1]   A consumer travel channel integration method, comprising the steps of:

providing a host system for facilitating formation of a travel plan;

allowing access to the host system by a plurality of travel channels, wherein the plurality of travel channels includes an Internet, a telephone, and a physical travel office;

receiving a travel booking for the travel plan by a first one of the travel channels;

associating the travel booking with a travel customer;

storing the travel booking and customer data for the travel customer in a central repository;

receiving a travel change for the travel plan by a second one of the travel channels, wherein the second travel channel is different from the first travel channel;

retrieving the travel booking and the customer data from the central repository;

servicing the travel change by modifying the travel booking to produce a modified travel booking; and

storing the modified travel booking in the central repository.

[c2]   The method of claim 1, further comprising the step of connecting a plurality of travel vendor databases to the host system.

[c3]   The method of claim 1, further comprising the step of providing direct access to the host system for a plurality of external consumers.

[c4]   The method of claim 1, further comprising the step of providing a plurality of travel offices, wherein each of the travel offices has access to the host system by said plurality of travel channels.

[c5]   The method of claim 1, wherein the step of receiving a travel booking comprises receiving a travel booking by an unformatted e-mail message.

[c6]   The method of claim 1, wherein the step of receiving a travel booking comprises receiving a travel booking by an Internet travel booking request, and further comprising the step of automatically processing the travel booking request.

[c7]   The method of claim 1, wherein the travel booking comprises flight reservation information, hotel reservation information, and car rental information.

[c8]   The method of claim 1, further comprising the step of

storing fulfillment information in the central repository for the travel booking.